

Abstract of the Disclosure

The present invention provides for efficient monitoring of operator services calls. A packet gateway is provided in association with a telephony switch, such that circuit-switched connections through a switching fabric of the telephony switch are supported by the packet gateway. The packet gateway provides an interface between the switching fabric and a packet network, which supports operator terminals as well as monitor terminals from which interactions between operators and callers may be monitored. Upon setting up the circuit-switched connection for the operator services call, the gateway will establish voice sessions with both the operator terminal and the monitor terminal. The voice sessions with the operator terminal facilitate bi-directional communications with the caller via the circuit-switched connection over the packet fabric. The voice interaction between the caller and operator is provided to the monitor terminal over another voice session for monitoring by the monitor.